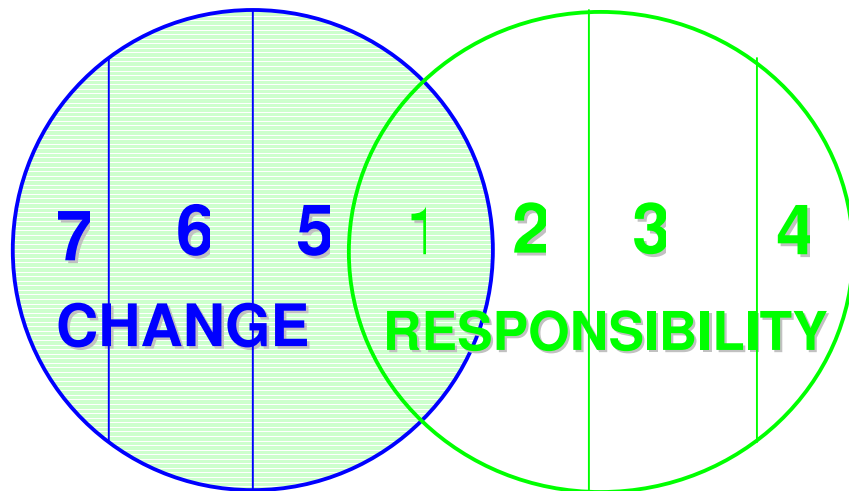


Costs and benefits of support brokerage

Support brokerage provides clear cost effectiveness where the person wants **CHANGE** and is able to take **RESPONSIBILITY** either themselves, with external support (family/friends) or through the setting up of a third party trust.

In these scenarios, it is possible to project cost and time estimates based on the completion of a standard support plan (HSA Associates model), 'PATH' action planning exercise and the 'Step' plan that forms part of the broker project paperset. These time-bound, person-specific tasks are captured on the broker project's 'partnership agreement' pro formas, signed by all involved agencies and individuals.

Where the Change-Responsibility balance is loaded toward the need for change with no clear lines of responsibility (eg. the person is on a Mental Health Act section; is wrongly placed or is in family crisis or other difficulty), the broker's role will be heavily loaded with facilitation, mediation and person centred planning roles.



The basis for these costings comes from analysis of the 'In Control'/Essex Brokerage Pilot (Feb 2004-June 2005) with updates from the 2006 'Individualised Budget' project work on the role of support planning.

The diagram above suggests 7 cost scenarios where section one represents a person able to take full responsibility and section 7 describes a person who whilst desperately wanting to make changes is seen by Health or Social Care systems as a high risk and currently living in a highly specialised service environment.

Scenario 7: relates to people in long term residential or hospital settings (possibly under section) or people in extreme crisis or long term misplacement situations. The pilot project has shown how complicated every step of the planning process can be where funding mechanisms and professional responsibilities are acknowledged to be working against the best interests of the person.

Scenario 6: relates to a person who has been misplaced, subject to complaint procedures against the current service provider or commissioning body or where the process of awarding a support contract appears to be contrary to best practice and against the interests of that person. In addition, there will be no clear agreement between all stakeholders around the key issues and ways forward.

Scenario 5: relates to a person who is unable to express their choices and opinions without interpretation by a trusted and sensitive third party. The evidence for particular non-negotiables, preferences and desirables (see Essential Lifestyle Planning) has to be collated and agreement secured from at least two independent sources.

Scenario 4: relates to a person who is clear about what they don't want, there is already broad agreement by all stakeholders, and a clear but complicated project management role is required to ensure success.

Scenario 3: relates to a person who wants some help clarifying how they would like their assessed needs to be met, has been able to communicate this to a 'broker' (or other relevant person) and has broad agreement from other relevant stakeholders, and needs a clear set of actions to achieve those outcomes

Scenario 2: relates to a person who knows what they want, has been able to communicate this to a 'broker' (or other relevant person) and has broad agreement from other relevant stakeholders, has a clear set of actions to achieve those outcomes and is asking for some support to implement the plan

Scenario 1: relates to a person who knows how their assessed needs should be met and requires support in terms of clear information and direct support to achieve short term outcomes.

Indicative costs

- 1:** Simple planning and information centred work (support plan)
 Minimum: £0 - £60 (3 hours @ £20 ph)
 Maximum: £60-£240 (12 hours @ £20 ph)
- 2:** Simple planning and task centred work
 Minimum: £260 (13 hours @ £20 ph)
 Maximum: £500 (25 hours @ £20 ph)
- 3:** Extended planning and task centred work
 Minimum: £520 (26 hours @ £20 ph)
 Maximum: £1400 (70 hours @ £20 ph)
- 4:** Complex planning and task centred work
 Minimum: £1420 (71 hours @ £20 ph)
 Maximum: £2000 (100 hours @ £20 ph)
- 5:** Detailed facilitation, profiling, planning and task centred work
 Minimum: £2020 (101 hours @ £20 ph)
 Maximum: £2500 (125 hours @ £20 ph)
- 6:** Extended facilitation, profiling, planning
 Minimum: £2520 (126 hours @ £20 ph)
 Maximum: £3000 (150 hours @ £20 ph)
- 7:** Complex facilitation, profiling, planning and task centred work inc. provider development
 Minimum: £3020 (151 hours @ £20 ph)
 Maximum: £5000 (250 hours @ £20 ph)

NBN policy on costings demands record keeping of hours spent and an undertaking to charge only for justifiable hours. This helps to ensure both efficiency between brokers and costs effectiveness for the individual or local authority commissioner.

The original costing model was produced for Essex County Council in 2005, with case studies taken from the 22 people on that pilot. These costing scenarios have been adapted in the light of additional case work on the 2006-2008 Essex individual Budget pilot and from costings for brokerage from Direct to You, funded by Hertfordshire Adult Care Services through individual budgets.

| Direct to You Costing Model | | | | |
|------------------------------------|------------------------------|--------------------------------------|--------------------------------------|---|
| Individual Budget Holder | Resource Allocation £ | 4% of RAS (National Guidance) | Total Brokerage charge by DTY | What % of RAS do DTY fees represent? |
| 2 | 36376.00 p/a | 1455.00 | 300.00 500.00 support planning | 2.2% |
| 3 | 12250.00 p/a | 490.00 | 240.00 250.00 support planning | 4.0% |
| 4 | 31716.00 p/a | 1268.00 | 480.00 250.00 support planning | 2.3% |
| 5 | 9856.00 p/a | 394.00 | 240.00 250.00 support planning | 8.3% |
| 6 | 5892.00 p/a | 235.00 | 240.00 Nil support planning | 4.0% |
| 7 | 11904.00 | 476.00 | 240.00 Nil support planning | 2.0% |
| 8 | 17868.00 p/a | 715.00 | 300.00 500.00 support planning | 4.4% |
| 9 | 4680.00 p/a | 187.00 | 240.00 Nil support planning | 5.0% |

Comparison costs to the original NBN/Essex County Council model are provided here from Direct to You, the Realife Trust based broker service for East Herts:

The pattern of spend is variable, as would be expected from a personalised service. The overall percentage of Resource Allocation (RAS) varies from 2% to 8%, where the higher figure includes ongoing monitoring and support from a broker where the person has been deemed to be particularly financially vulnerable.

The Broker Role

The National Brokerage Network promotes the idea that brokerage should not become a restrictive profession but should remain open to both voluntary and paid brokers who may well be service users themselves; family members, community members; staff from provider agencies or full and part-time 'professional' Support Brokers.

Voluntary and paid brokers will require the back up of a local 'hub' agency to ensure they have effective supervision, support and back-up, training and development, updateable information sources and access to specialist input where the tasks are more complex.

Local 'Hub' Agencies

These hub agencies need to be rooted in a community defined (in general terms) as being within a 20 minute drive of the office base. They can be Centres for Independent Living, Advocacy agencies, regional offices of larger voluntary agencies, community development agencies or any other locally based agency that agrees to develop the additional information systems, secondment/employment/volunteer support systems and funding services that are essential for an effective brokerage service.

See the 'Hub Agency Guidance' pdf on the www.nationalbrokeragenetwork.org.uk website for further information

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